

Wholesale Performance Metrics

Metrics Change Control Notification Process

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Metrics Change Control Notification Process

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I. Introduction

This document serves as a reference for the processes by which Verizon communicates changes in Wholesale Metrics calculations and processes to Competitive Local Exchange Carriers (CLECs) and state regulatory commissions. The Metrics Change Control Notification Process described in this document describes how Verizon will work with CLECs to ensure that changes to Wholesale Metrics processes and business rules are communicated to CLECs. Verizon will communicate changes to metrics processes as well as clarifications of business rules and guidelines that reinforce existing metrics calculations except when the change relates to one CLEC and that CLEC has signed an agreement that the information will not be divulged to other CLECs; e.g. CLEC Specific Special Projects. These changes will only be communicated to the affected CLEC. Scheduled dates for implementation on Carrier to Carrier reports will also be provided. This process will ensure that CLECs retain the ability to validate Verizon's Wholesale Metrics, as well as provide assurance that the Wholesale Metrics results, reported by Verizon, adhere to Carrier to Carrier Guidelines and Metric Business Rules (MBR). Metrics Change Control Records (MCCR) Notifications will be provided electronically to CLECs who receive CLEC-specific Carrier-to Carrier Reports.

II. Metrics Change Control Process

The "Metrics Change Control Process" is the process used by Verizon to manage, track and build an audit trail for all changes to Wholesale Metrics. Change Controls are issued to implement new or revised metrics based on Commission order, clarifications of existing guidelines, and for changes to systems or processes that are metric affecting.

III. Types of Changes

This section provides information regarding the 3 types of Metrics Change Control Record (MCCR) documents and the nature of changes that Verizon will communicate to CLECs, and how they are categorized within the process.

- **Metrics Change Control Request**

A Metrics Change Control Request relates to the following types of changes:

1. **Regulatory Orders**

These changes implement a new metric or a change that may generate new Metric families and product disaggregations. CLECs have input to these changes through various state collaborative groups and commission proceedings.

2. **Process Improvement Changes**

This type of change usually implements changes in Verizon operational support systems that affect metrics feeds. While they improve upon an existing process, they do not affect results, or Verizon's compliance with Carrier to Carrier Guidelines.

3. **New products and services.**

4. **Administrative Changes, e.g., file name changes.**

5. **Template Changes**

- **Data Calculation Clarification**

A Data Calculation Clarification clarifies the definition/methodology of calculating a metric. The Scheduled Filing Date and Data Month(s) Affected fields on these MCCRs are assigned a value of "None" because this type of work only provides interpretation of product definitions and guidelines; e.g., confirming holiday exclusions, or at what decimal point place value rounding occurs.

- **Data Calculation Correction**

A Data Calculation Correction corrects a deficiency in the calculation or the completeness of a metric. These corrections ensure that Verizon's Carrier to Carrier Metrics adhere to the spirit and the letter of the commission ordered guidelines; e.g., a missing Class of Service entry, causing Complex orders to be incorrectly classified as POTS in the application that supports Ordering Metrics.

IV. Metrics Change Control Notification Process

This section provides information on how Verizon will provide notification and confirmation of a scheduled metric change. Verizon will use the Metrics Change Control Notification Process to communicate changes to Metrics processes, as well as clarifications of business rules and guidelines that reinforce existing metrics calculations, excluding proprietary CLEC specific information. MCCR Notifications will be provided to CLECs who receive CLEC-specific Carrier-to Carrier Reports. There are three control points when Verizon will notify CLECs of Metrics Change Control activity:

Metrics Change Control Notification Process

1. Initial Notification

Initial notification will be sent to CLECs, via electronic mail, within 1 business day after a metrics change control request or a data calculation correction has been assigned a Scheduled Filing Date. Since a Data Calculation Clarification does not have a Scheduled Filing Date, it will be sent within one business day of approval. At initial notification all MCCRs, including Data Calculation Clarifications, will be assigned a status of "Scheduled."

2. Notification of Rescheduled Metrics Change Control Record

If a Metrics Change Control Record must be rescheduled, Verizon will notify CLECs, via electronic mail, within one business day. The notice will provide the new scheduled filing date for implementation of the MCCR and the MCCR will be assigned a status of "Rescheduled."

3. Notification of Completed or Retracted Metrics Change Control Record

When the work associated with implementation of the MCCR has been completed, or an MCCR is retracted, Verizon will notify CLECs, via electronic mail, within 1 business day. These MCCRs will be assigned a status of "Complete" or Retracted." A future enhancement will provide the retraction reason with the notification.

Notification Types 1, 2 and 3 will contain the following information:

- Title of Change
- Document No.
- First Data Month in Production
- Scheduled Filing Date
- Data Month(s) Affected
- Products Affected
- Change Type
- State
- Domains Involved
- Report Type
- Metrics Affected
- Mode of Entry
- Business Reason
- Additional Information
- Status

Since the above information is duplicative of the monthly "issues log" provided in some jurisdictions, Verizon will continue to update this log with new issues until the Change Notification process is in place. Once the Change Notification process is in place, no new issues will be added to the Log. Verizon will maintain the existing Log until all issues on it are closed.

V. CLEC Rights and Privileges Review Process

This section details the processes that CLECs may use to communicate with Verizon when they have questions or concerns relating to Wholesale Metrics Change Controls.

Industry Metrics Carrier Working Group Meeting and Verizon 800 CLEC Help Line

1. Industry Metrics Carrier Working Group Meeting

The Industry Metrics Carrier Working Group (IMCWG), which originated under the auspices of the New York Public Service Commission, now addresses, by agreement of the industry participants, performance metrics issues for the Verizon East footprint (Delaware, Maryland, New Jersey, Pennsylvania, Virginia, Washington DC, West Virginia, Connecticut, Massachusetts, Maine, New Hampshire, New York, and Vermont).

The group meets monthly (or more frequently, if necessary) and is attended by the Verizon Metrics Regulatory Support Director(s), Verizon Support Groups' subject matter experts (as needed), CLECs' metrics representatives and representatives from varied state commissions and other state collaborative efforts. Attendance is either in person, with meetings generally held in New York City, or via conference bridge. The IMCWG is chaired on a rotational basis by a CLEC. One member of the working group is designated on a rotational basis to take and distribute minutes.

CLECs who have questions regarding specific metrics change control notifications, may request such items be added to the agenda by sending an e-mail to the chairperson 10 days prior to the meeting for distribution to all meeting participants in advance of the meeting. Verizon will come prepared to the meeting to explain the metrics change control(s) in question and answer any questions. The IMCWG may request a separate workshop to discuss Metric Change Control Notifications that are of significant impact or concern to the CLECs. Verizon will host the workshop.

If CLECs are not satisfied with Verizon's explanations at the IMCWG or the workshop, an appeal may be made to the appropriate state regulatory commission in the Verizon East footprint.

Since the program of remedies and penalties associated with OSS performance can vary from state to state, each state commission in the Verizon East footprint retains plenary jurisdiction within its state.

Metrics Change Control Notification Process

2. Verizon 800 CLEC Help Line

Verizon has a Wholesale Metrics Accuracy Help Line (800 number) for answering CLEC inquiries regarding performance reports. The Help Line number is **800-959-9995**. If a CLEC has an immediate issue that cannot wait until the next scheduled Working Group Meeting, the CLEC may call the 800 number with questions regarding the metric change control notifications.

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, Voice Mail will be provided and acknowledged promptly. During non-business hours, Voice Mail will be acknowledged by the next business day.

Escalation Procedure for 800 number:

- This escalation procedure is designed for CLECs who are not satisfied or disagree with the answers on Metric Change Control issues.
- The expectation is that this escalation procedure should occur only after normal business-to-business efforts have taken place to resolve the issue, e.g., after the issue has been brought to the attention of the Metric Accuracy Help Line, but has not been resolved.

STEPS –

Send an email to wqat@verizon.com with the following information:

- Subject Field should show – “Dispute Resolution”
- Verizon “Reference Number”
- Reason for escalation
- Desired outcome
- CLEC contact name, level, title, phone number and email address.

Time Frames

- Verizon will reply to the escalation request with acknowledgement of receipt within 1 business day and begin the escalation process.
- Within 5 business days of receipt (4 from acknowledgement), the appropriate Verizon executive will reply to the CLEC contact that initiated the escalation.
- The escalating CLEC should respond to Verizon within 5 days as to whether escalation will continue, or the Verizon response has been accepted as closure to the item.
- If unsatisfied with an outcome after escalation, either party can refer the matter to the IMCWG.

(Note: General Wholesale and Verizon questions should continue to be directed to the appropriate Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Verizon Wholesale Customer Care Center.)

VI. Explanation of Metrics Change Control Record Fields

This is the field level definition of all the information provided on the Metrics Change Control Record.

Title of Change -

See section III, Types of Changes.

Document Number -

This Field represents the tracking number of the Metrics Change Control Record. This number is automatically generated by the Metrics Change Control Database.

First Data Month in Production –

This Field represents the data month used to generate the first month's report reflecting the change.

Scheduled Filing Date –

This Field represents the first effective Carrier to Carrier report date reflecting the change. Data Calculation Clarifications are assigned a Scheduled Filing Date of "None."

Data Month(s) Affected

This Field represents the month(s) impacted by the change. Data Calculation Clarifications are assigned a value of "None."

Products Affected –

This Field represents the specific product(s) being impacted by the change such as POTS, 2 Wire Digital, etc.

Change Type –

This Field represents the type of change, for example a regulatory order, metric improvement, a definition clarification or a template change.

State –

This Field represents the state impacted by the change.

VI. Explanation of Metrics Change Control Record Fields, continued

Domains Involved –

This Field represents one of the eight domains shown on the Carrier to Carrier (C2C) report, they are:

- Pre-ordering
- Ordering
- Provisioning
- Maintenance
- Billing
- Operator Services and databases
- Network Performance
- General

Report Type –

Carrier to Carrier

Metrics Affected –

This Field represents the metric numbers being impacted by the change.

Mode of Entry –

This Field represents the area impacted by the change, for example UNE, Resale, or Retail.

Business Reason –

This Field represents the reason why the change is being made.

Additional Information –

This Field represents supporting documentation as to why the change is being made.

Status –

This Field represents the status of the Metrics Change Control Record whether it is scheduled, rescheduled, complete or retracted.

VII. Exhibits

Exhibit A: Initial Metrics Change Control Record Notification

Metrics Change Control Record

Title of Change:	Data Calculation Clarification to clarify the compare group for 2Wire Digital Services for MR2 in the North	Document No.:	CCNJ2001-01028-Mai
First Data Month in Production:	July 2001	Scheduled Filing Date	None
Data Month(s) Affected	None	Products Affected:	2Wire Digital Services
Change Type:	Data Calculation Clarification	State:	New Jersey
Domains Involved:	Maintenance	Report Type:	Carrier to Carrier
Metrics Affected:	MR-2	Mode of Entry:	All
Business Reason: To clarify the compare group for MR-2 metrics for 2Wire Digital Services. The retail compare group for all MR-2 sub-metrics for UNE 2Wire Digital Services is Retail 2Wire Digital Services or ISDN.			

Additional Information: Attachments or supporting materials here {Guideline Documents, Related Change Requests}.

***Status:** Scheduled

Exhibit B: Rescheduled Metrics Change Control Record Notification

Metrics Change Control Record

Title of Change:	Data Calculation Correction to correct product codes for OR-1-10.	Document No.:	CCNJ2001-01047-Ord
First Data Month in Production:	August 2001	Scheduled Filing Date	September 25, 2001
Data Month(s) Affected	None	Products Affected:	2 Wire Digital, Complex, EEL, Specials, xDSL
Change Type:	Data Calculation Correction	State:	New Jersey
Domains Involved:	Ordering	Report Type:	Carrier to Carrier
Metrics Affected:	OR 1-01 through OR 1-10,	Mode of Entry:	Resale and UNE
Business Reason:	It was discovered that OR-1-19 had a duplicate product code of 5000 on the C2C.		

Additional Information: Attachments or supporting materials here {Guideline Documents, Related Change Requests}.

***Status:** Rescheduled

Exhibit C: Completed Metrics Change Control Record Notification

Metrics Change Control Record

Title of Change:	Change Control Request to implement a monthly process to create a replication disk for all states for PO-1 for Verizon East	Document No.:	CCNJ2001-00098-Pre
First Data Month in Production:	May 2001	Scheduled Filing Date	June 25, 2001
Data Month(s) Affected	None	Products Affected:	CORBA, EDI, WEB GUI
Change Type:	Process Improvement	State:	New Jersey
Domains Involved:	Pre-Ordering	Report Type:	Carrier to Carrier
Metrics Affected:	PO-1	Mode of Entry:	OSS
Business Reason:	When the Wholesale Quality Assurance Team (WQAT) conducts an internal review, they must first request the data from the Data Provider. The Data Provider must produce and mail additional CDs for each state and each report requested by the WQAT. This request is to implement a monthly process to create CDs for the WQAT team..		

Additional Information: Attachments or supporting materials here {Guideline Documents, Related Change Requests}.

***Status:** Complete

Exhibit D: Retracted Metrics Change Control Record Notification

Metrics Change Control Record

Title of Change:	Change Control Request to Change the format of NP1 reporting from an Excel to an ASCII text format for CLEC specific reporting in Verizon.	Document No.:	CCNJ2001-01230-Net
First Data Month in Production:	February 2001	Scheduled Filing Date	March 25, 2001
Data Month(s) Affected	None	Products Affected:	All
Change Type:	Process Improvement	State:	New Jersey
Domains Involved:	Net Performance	Report Type:	Carrier to Carrier
Metrics Affected:	NP 1-01, 1-02, 1-03 , 1-04	Mode of Entry:	All
Business Reason:	Currently the data is being provided in an Excel file format that requires manual intervention each month to produce the reports.		

Additional Information: Attachments or supporting materials here {Guideline Documents, Related Change Requests}.

***Status:** **Retracted**